UNIVERSITEIT GENT

Guide to living in the Halls of Residence

Department of Student Facilities
Housing Department
Home Vermeylen
Stalhof 6
9000 Gent

Welcome in a hall of residence of Ghent University.

The Housing Department would like to introduce to you its brochure 'Guide to living in the Halls of Residence'.

This brochure describes the various aspects of living in a dormitory and should provide an answer to many questions.

If you can not find an answer in our leaflet, do not hesitate to contact the Housing Department or check out our website for the latest update: www.ugent.be/en/facilities/housing

Enjoy your stay!

Best regards,

The Housing Department

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1. LIVING IN A HALL OF RESIDENCE: WHAT TO EXPECT?

A. SERVICES

Housing Department

Administration and reception

The Housing Department is an office of the Central Department of Student Facilities (DSV – Directie Studentenvoorzieningen)
The office draws up tenancy agreements, deals with the allocation of living units for (foreign) students, takes care of the management of the halls of residence and acts as a mediator in all kinds of problems.

You can find us in:
Home Vermeylen
Stalhof 6
9000 Gent
09 264 **71 00**
Huisvesting@UGent.be
www.ugent.be/en/facilities/housing/contact.htm

Opening hours

- Administration: Monday – Friday from 8 a.m. till noon
  from 1 p.m. till 4.30 p.m.
- Reception desk: Monday – Friday from 8 a.m. till noon
  from 1 p.m. till 8 p.m.
  Saturday & Sunday from 10 a.m. till 8 p.m.

All communication between the Housing Department and the students will be sent to the UGent email address and NOT to any other email address (hotmail, gmail,…)! Please make sure you check your UGent mailbox regularly.

Home managers

The home manager is an employee of the Housing Department. He is the link between the students and the Housing Department. He will solve problems with respect to the infrastructure and can act as a mediator in case of conflicts.

° For homes **Fabiola, Heymans & Vermeylen** this is:
Luc Van den berghe
Luc.Vandenberghe@UGent.be
Tel. 09 264 **71 13**
Office: Home Vermeylen
Every day from 8 a.m. till 12 a.m. and from 12.30 p.m. till 3.30 p.m.

° For homes **Astrid, Bertha & Boudewijn** this is:

Dirk Mathys
Dirk.Mathys@UGent.be
Tel. 09 264 **81 71**
Office (may change in function of the need):

Monday	Boudewijn:	8 a.m. till noon
	Astrid:	12.45 p.m. till 4 p.m.
Tuesday	Bertha:	8 a.m. till 11.45 a.m.
	Boudewijn:	12.30 p.m. till 4 p.m.
Wednesday	Boudewijn:	8 a.m. till noon
	Astrid:	12.45 p.m. till 4 p.m.
Thursday	Astrid:	8 a.m. till noon
	Bertha:	12.45 p.m. till 4 p.m.
Friday	Astrid:	8 a.m. till 11.45 a.m.
	Boudewijn:	12.30 p.m. till 4 p.m.

Caretaker

Do not confuse a caretaker with a home manager! Caretakers live in or in the immediate vicinity of the hall of residence. They make sure there is a permanent presence on weekdays from 6 p.m. till 7.30 a.m., during weekends, bank holidays and festive days for 24/24. The tasks of the caretakers include, among other things, the opening and closing of the buildings assigned to him/her, making their rounds, notifying the emergency and prevention office of any abnormal situation of buildings or installations.
There is no caretaker in homes Vermeylen and Astrid.

Emergency & Prevention Office

During office hours, the contact person is the home manager.
The standby Emergency & Prevention Office (PPD) can be contacted them in case of emergencies, incidents, fire, (medical) emergencies etc. … 24/7.
Outside the office hours you can also contact them in case of **urgent** technical malfunctions, noise pollution and other nuisance.

Home Vermeylen
Stalhof 6
9000 Gent
09 264 **71 25** - for non-urgent help
09 264 **88 88** - for emergencies
Permanentie@UGent.be

Social Service

The Social Service can be contacted in case of financial problems, grant applications and questions on your status as a student. The Student Job Service is located in the same building.

Sint-Pietersnieuwstraat 47
9000 Gent
09 264 **70 72**
09 264 70 78
Socialedienst@UGent.be
www.ugent.be/en/facilities/support

Student Advisory Centre

If you are looking for information, advice or guidance with respect to the various aspects of your study career such as choice of training, study & student counselling, continuation of studies, career and work.

Sint-Pietersplein 7
9000 Gent
09 264 **70 00**
acs@UGent.be
www.ugent.be/en/teaching/studysupport/studycareerservice.htm

Student Doctor

The student doctor is appointed by the university to treat students at the reimbursement rate. Appointments can be made during office hours at the information desk of the Student Advice Centre or through telephone number 09 264 **70 00**. Outside office hours you can always make an appointment using the telephone number 09 264 **70 20**. For the open consultations: see the website.

Sint-Pietersplein 7
9000 Gent
09 264 **70 20**
www.ugent.be/en/facilities/support/overview.htm

Other

Would you like to 'go completely wild' once in a while?

Are you keen on sports? Check out : www.ugent.be/en/facilities/sport

Do you wish to have a good meal? Then our restaurants are the place to be:
Check out: www.ugent.be/en/facilities/food

B. INFRASTRUCTURE AND ACCESSORIES

Keys & badges

On arrival, every student will receive a key to his or her room upon payment of a deposit. In some halls of residence, the residents will also receive a key to their letterbox.

Students should under no circumstances have their keys copied. In case of loss of the key you can contact the emergency and prevention office in home Vermeylen outside office hours. During office hours you can obtain a reserve key from the reception desk in home Vermeylen upon payment of a deposit of 25 euros.

In order to be able to enter the hall of residence after opening hours, you will also receive a badge upon payment of a deposit. These are magnetic and should be held before the badge reader in order to open the door.
Contact the emergency and prevention office (see 'emergency & prevention office') for the replacement of a faulty, lost or stolen badge (against payment).

Did you know that you don't have to take your badge out of your wallet or handbag in order to open the door. The magnetism goes through the fabric.

Furniture & painting

You are renting a furnished room. The furniture has to stay in the room and that it is absolutely forbidden to put it in the corridors.
You are not allowed to paint your room. Paint jobs are applied for by the home manager and are carried out by professional painters.
Each year, a number of rooms are freshened up and repainted.

Microwave ovens & electric hot plates

In the communal kitchens, microwave ovens and electric hot plates are available.
We recommend following the user manual in order to lengthen the useful life span of these appliances

- Never put food on the cooking rings; always use a pot or frying pan
- Clean the cooking rings after use
- Always use a lid when heating food
- Never put iron, aluminium, paper or cardboard in the microwave oven
- Never switch on the microwave without putting food in it

- Clean the microwave oven after use
- Always report defects to the home manager

Think of your fellow residents. It is more pleasant to cook in a clean kept kitchen.

Repairs

If you have a malfunction in your room or you notice a defect in the communal areas, report it immediately on-line via: https://herstelformulier.ugent.be.
These reports are sent to the mailbox of the home manager who will deal with your request as soon as possible and will pass it on to the relevant departments. The malfunction or defect will be repaired within a reasonable period of time.

Do not forget to keep the description of the malfunction short and clear!

C. COMMUNICATION & ICT

Telephone

People can call you from both inside and outside of Gent University and you can also make **free** calls within the University and the University Hospital (UZ Gent).
You can be reached by telephone at the number 09 33* ** **. Check your telephone for the correct number.
Know that your telephone number is not linked to your room number.

To call within university you use the extension with four digits after '09 264 ** **' or five digits after '09 33* ** ** '.
E. g.: the telephone number of the reception desk is '09 264 71 00'.When you want to reach the reception desk of the Housing Department you dial 71 00.

In case you want to call the University Hospital (UZ), you dial '232' followed by the last 4 digits of the phone number.

Internet

All living units have an internet connection.
If you want to link your computer to the internet, you have to buy a network cable and install a VPN connection.
New students receive their account data (for Minerva and UGent mail) when registering. Once you have these account data, you need to create a VPN password on a computer that is

already connected to the UGent network (e.g. in a computer room or on the computer of your neighbour) via: https://password.UGent.be
Once you have created this password you can start working.
Go to: http://helpdesk.ugent.be/en for information on the configuration of your computer.

Problems with your internet connection?
E-mail: helpdesk@dict.UGent.be
Tel.: 09 264 **47 47**
http://helpdesk.ugent.be/en

Good to know is that the home council can help you with creating an internet connection.

Announcements

The Housing Department will regularly post announcements in specially designated places. If you are a resident, it is important to read the messages and to follow any instructions.
The subjects of these announcements can be planned renovations, a check-up of pest control, an energy audit round, a reminder of certain internal rules and regulations, …

D. LIVING ENVIRONMENT

Recreational facilities

Residents can make use of the communal recreational facilities.
Depending on the dormitory there is a television set, table tennis, a billiard table, a table football, darts, a library with comic books etc. available.

Study room

Home Vermeylen, home Fabiola and home Astrid (solarium) have a study room.
In home Boudewijn students can study in the bar and in the scullery (a small room adjoining a kitchen) on the 4th and 11th floor. In home Bertha the recreation room can be used for this purpose.

In the study room, absolute silence has to be respected.

Bicycles & motorbikes

In and around the halls of residence, bicycle racks are provided to park your bicycle.
Home Boudewijn and home Vermeylen also dispose of a closed bicycle shed. If you want to reserve a place for your bicycle in that shed, contact the home manager (home Boudewijn) or the reception desk (home Vermeylen). You will have to pay a deposit of 12.50 euros for the use of the key. The full responsibility for these vehicles lies with the owners.
Bicycles that are outside of the bicycle racks will be removed at regular times.
Bicycles are NOT allowed in the dormitories.

Every student can also make use of the bicycle repair service in Sint-Hubertusstraat or Kattenberg. You can work on your bike yourself with the available tools and materials and you can buy new spare parts at very advantageous prices.
There is always someone present who can help you or give advice.
Check out www.ugent.be/en/facilities/bike for more information.

Renting a bicycle

Do you wish to rent a bicycle? Check out: www.studentenmobiliteit.be

Car park

In home Heymans there are 16 underground car spaces available for residents of home Heymans, home Fabiola and home Vermeylen.
The rent of such a space is 55 euros per month.
Do you wish to reserve a parking place? Contact the reception desk at home Vermeylen.
The car parks in front of home Boudewijn and home Bertha can be used, free of charge.

2. LIVING IN A HALL OF RESIDENCE: YOUR CONTRIBUTION!

A. GOOD AGREEMENTS MAKE GOOD FRIENDS

Peace and quiet

In order to guarantee each resident a good night's rest, silence has to be kept in the halls of residence from 11 p.m. onwards. Disturbing noise after this hour will be considered as noise nuisance to which sanctions may apply.

Curfew periods

During curfew periods (period around the exams), the Housing Department guarantees that no maintenance or renovation work will be carried out. During these periods an extra effort is asked from the residents to respect the silence. Each curfew (sperperiode) is determined in function of the academic calendar and can be found on www.ugent.be/huisvesting

Smoking ban

Smoking in university buildings is no longer allowed. In the halls of residence smoking is only allowed in the privacy of your own room. We count on your cooperation to observe this rule.

Did you know that the risk of heart suffering, heart failure, lung cancer, asthma attacks and bronchitis increases with at least 1/3 after passive exposure to cigarette smoke? In addition, it is estimated that about 200 people die in Belgium annually as a result of passive smoking.

Stickers

You are not allowed to put posters, stickers or announcements on your door. Residents who refuse to observe this rule, will not get back their deposit.

B. ENERGY & HYGIENE

Cleaning

The communal areas such as kitchens, sanitary areas, corridors, etc. are maintained by Ghent University. We ask the residents for extra attention to leave these communal areas in a tidy condition.

The costs as a result of extreme filthiness caused by not cleaning up, vandalism or malicious intent will be recovered from those who are responsible.

Remarks with regard to cleaning can be passed on to the home manager. In no way can instructions be given by residents to the cleaning personnel.

The cleaning of your room is your own responsibility.

Household waste

Rubbish bags are provided by the Housing Department. The refuse in the university halls of residence is sorted as follows:

- **Normal refuse**: throw everything that is not collected selectively in the **yellow refuse bag** (food leftovers, butter tubs**,** yoghurt cups, plastic bags, …).
- **PMD**: plastic bottles, metal packing (cans, aluminium plates), cartons of milk, fruit juice, metal lids (of glass bottles and jars) and empty spraying cans (of deodorant, shaving cream, whipping cream, …) should be deposited in the **blue refuse bag**. Compress cans, plastic bottles and cartons ! In this way you will save a lot of space and therefore money.
- **Paper**: paper and cardboard should be deposited in the **blue or grey plastic box**. In some halls of residence a cardboard box is used for this purpose. Fold up cardboard boxes!
- **Glass:** throw empty bottles and glass jars in the **orange container.** Throw the lid in the **blue refuse bag**.
- **Needles**: Needles do not belong in the yellow refuse bag but in a special 'needle box'. Ask the home manager for a 'needle box' in case you need one.
- **Batteries**: Batteries do not belong in the yellow refuse bag. In the kitchen, you'll find a **blue box** for this kind of waste.

Beware! Wrongly sorted garbage will not be collected!

Did you know that sorted garbage is a resource that can be used again for the manufacturing of textiles, bicycles, recycled paper, …?In this way a new bicycle can be made e.g. from 670 aluminium cans.

- **Bulky waste:** Everything that is too large to be put in a normal bag. For home Fabiola, home Vermeylen and home Heymans this can be deposited in the container

on the inner courtyard of home Vermeylen. In home Bertha, a large grey box is available next to the waste container. In home Astrid there is an area next to the waste containers in the cellar. In home Boudewijn, this kind of refuse can be deposited at the entrance in the back of the hall of residence, next to the containers.

- **Electrical appliances:** faulty refrigerators, used computers, television sets, microwave ovens, ...
  The resident must take the broken appliance to the container. For home Fabiola, Vermeylen and Heymans, the appliances can be placed next to the container in the inner courtyard of home Vermeylen . Electrical devices should not be deposited together with the bulky waste – a broken appliance can also be returned when buying a new one.

Do not leave bulky waste or electrical appliances in the corridors, kitchens, ...
Bring it to the appropriate area.
Do not le garbage linger in front of an the emergency exit or staircase!

Ventilation

Your student room, studio or flat is quite small. It is therefore important to ventilate your room regularly. Moisture, originating from evaporation, can start to accumulate and may lead to mould formation. Especially after a long stay in an unventilated room, e.g. after sleeping, it is important to ventilate the room!
It is advisable to ventilate the room at least twice a day. Turn down the thermostat and open the window. Four minutes are enough to allow a large amount of fresh air to enter. Close the window and turn up the thermostat again.

Did you know that a shortage of ventilation may harm your health? Especially people with asthma and/or afflictions of the bronchial tubes may be sensitive to this. Coughing, headaches, mucus formation, tiredness and nausea are the possible symptoms.

Laundry

Washing machines and tumble driers are available in home Astrid, Boudewijn, Bertha and Heymans. Dispensing machines for coins can be found in the same space.
In order to prevent the fire alarm from going off needlessly, we ask you not to dry your clothes in the room but to use the tumble drier!
If you have lost a coin because of a faulty washing machine or tumble drier, contact the company responsible.

Automaten DEBODT
Tel: 0495 643 624
michel.debodt@skynet.be

Other laundrettes in the neighbourhood:

° **Van den heede**: Overpoortstraat 20, 9000 Gent, open, every day until 8.45 p.m.
° **Netezon**: Zwijnaardse Steenweg 157, 9000 Gent, open every day from 6 a.m. till 9 p.m.
° **Primus Wash**: Zwijnaardse Steenweg 54, 9000 Gent, open every day from 6 a.m. till 10 p.m.
° **Lavomatic**: Sint-Lievenspoortstraat 212, 9000 Gent, open every day from 7 a.m. to 9 p.m.
° **Ipso Selfwash Centre**: Lange Violettenstraat 164, 9000 Gent, open every day from 6 a.m. till 10 p.m.
° **Superwash**: Corneel Heymanslaan, close to the parking lot of Dreambaby-Aldi, open 24/24

Sensible energy consumption

The annual energy invoice of the halls of residence is an important factor in the determing of the rental price. Even though the energy performance of some halls of residence can still be improved considerably, the annual energy audits prove that the behaviour of the residents is also a large factor in the total energy cost. Within the framework of these audits, your room is checked once a year. If it turns out that you are not following the rules, your room will be checked again during the year.

Repeated breaking of the guidelines may lead to sanctions.

The following rules need to be observed:

Heating:

- Adjust the radiator in an appropriate way.
- Don't leave your window open when the radiator is on.
- Turn off the heating or lower the radiator setting when you leave the room for a longer period of time.
- Make sure that there is an efficient distribution of heat: keep the heating free of covers and do not put furniture in front of it.

Electricity:

- Always turn off the lights when you leave the room as the last person.
- Switch off electric plates after use. The use of large, old energy-wasteful refrigerators is strongly discouraged.
- Don't leave electric chargers in the socket without a device connected to it.

Did you know that a computer keeps consuming electricity when it is connected to the electricity socket, even when switched off? Just feel the adapter of your lap top computer. A multiple socket with a switch cuts off the electricity supply completely.
Did you know that a lap top computer consumes less electricity than a desk top computer?

- Always compare the energy consumption when ordering and buying electrical appliances. Information can be found on the energy label. Always choose at least an A-label appliance. The most energy efficient appliances have an A+ or A++ label.
- Always switch off an appliance (e.g. a computer) completely instead of putting it in stand-by. The small lights that indicate that an appliance is in stand-by consume electricity day and night. These hidden consumers cost a lot of energy and ... money over a year.

Did you know that the consumption of an appliance in stand-by can account for up to 10% of the total electricity consumption?

Water:

- Don't take a shower for a longer time than necessary.
- Report leaking taps or toilets in time by means of the on line repair form.
- Don't waste water.

Did you know that the leaking tap can cost from 5,000 to 10,000 litres of water a year?

Environmental council

With respect to the halls of residence, an environmental council is active in which residents, members of the home council, collaborators of the Environmental Office, collaborators of the Central Department of Buildings and Facility Management and collaborators of ecocampus are represented. The environmental council takes care of:

- The detection of infrastructural shortcomings that influence the energy consumption in the hall of residence in a negative way.
- The sensitizing of residents with the aim of promoting environmentally friendly behaviour.
- Informing the residents of planned actions.

Are you concerned about the environment and do you want to represent your hall of residence in the environmental council? If so, contact the home council and candidate for the position of responsible for environmental issues in the home council.
Each hall of residence that performs well in terms of the environment is rewarded by Ecocampus and the Housing Department.

C. SOCIAL LIFE IN A HALL OF RESIDENCE

Visitors

Each resident is allowed to receive visitors in the room or the hall of residence at any time of the day. The resident is, however, fully responsible for his or her visitors. Visitors are subject to the provisions of the internal rules and regulations.

Home council

Each hall of residence has its own home council. Elections are held annually. Every resident is automatically a member.

The home council has two duties:

- Taking care of the student representation of the residents. You can always address your remarks and questions to them.
- Organizing student activities, such as cantus evenings (sing-a-longs), film evenings and parties.

All home councils are part of the Home Konvent (HK). This is the third largest student organisation in Gent.
More information on the operation, the management and the activities of the home council, can be found on the websites of the different home councils:

- http://www.homeboudewijn.be
- http://fabiola.ugent.be
- http://vermeylen.ugent.be
- http://bertha.ugent.be
- http://astrid.ugent.be
- http://hkcentraal.ugent.be

Residents' activities

If you want to organise a party or a meal with your fellow residents in the communal kitchen or the recreation area, you need to ask for permission from the home manager through e-mail, personally or by means of an application form (to be obtained from the reception desk). He will decide to grant permission or not. The details of the approved residents' activity then need to be reported to the emergency and prevention office. You can also submit an application for an activity to the home council, who will then pass it on to the relevant authorities. Activities of the home council always take precedence over activities of the residents.

If you have questions concerning an activity that you want to organise, do not hesitate to contact the home council or the home manager.

Conflicts among residents

Sometimes conflicts arise with respect to minor disturbances: noise nuisance, not washing the dishes, leaving rubbish, messy rooms, …
As adult people living together, the objective is to consult with each other, to agree with each other and wherever possible to find solutions yourselves. If there is no way out or if there are other complaints, do not hesitate to contact the home manager. The home council too can mediate in certain possible problems.

Floor responsibles

The home councils appoint people who are responsible for the corridor they live in. They keep an eye on their floor and act as a contact person for the corridor residents and personnel of the Housing Department. Possible problems can be ventilated through the person responsible for the corridor to the Housing Department. In addition, he or she will try to take care of social contacts in the corridor itself.

D. SECURITY

Safety tips

- Always make sure that you close and lock the door of your room, even if you are away for just a second or while you are asleep. A thief only needs a few seconds to steal your wallet or your portable computer from a room with an open door.
- Never put a wedge between the door in order to allow friends or acquaintances to enter. An open door can inspire a potential thief or criminal.
- Never allow unknown people to enter the building.
- Never relocate or remove a fire extinguisher! They have to be available at all times.

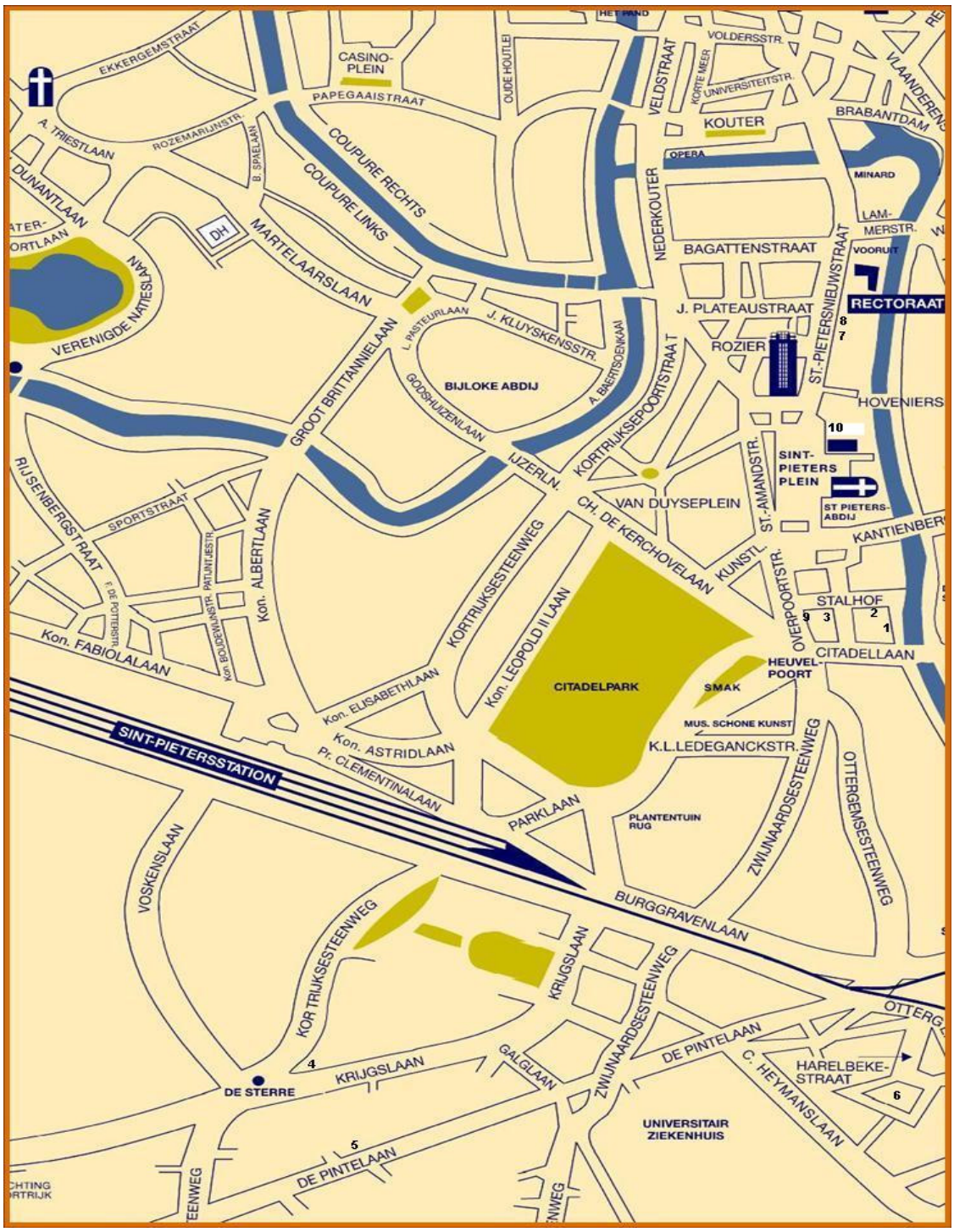
Prevention students

Prevention students assist the competent authorities in case of an emergency evacuation of the building. For this purpose they are given a free training by the Internal Office for Prevention and Protection at work. A number of times a year, they take part in evacuation sessions. In addition, they are expected to act as an example with respect to safety. They receive training in First Aid and have a First Aid kit at their disposal. In case of fire, injuries and other medical problems, you can always contact them. Their names can be found on the posters in the corridors.
When an evacuation takes place they can be recognized by their fluorescent jackets. Please follow their orders!

3. USEFUL TELEPHONE NUMBERS

Emergency number	88 88
Stand-by emergency office	09 264 71 25
Housing department	09 264 71 00
Social Service	09 264 70 72 – 09 264 70 78
Advisory centre	09 274 70 00
Student doctor	09 264 70 20

4. MAP



1. Home Heymans, Isabellakaai 30	6. Home Boudewijn, Harelbekestraat 70
2. Home Vermeylen, Stalhof 6	7. Social Service, St.-Pietersnieuwstraat 47
3. Home Fabiola, Stalhof 4	8. Student restaurant De Brug
4. Home Astrid, Krijgslaan 250	9. Student restaurant Overpoort
5. Home Bertha, De Pintelaan 260 B	10. Advisory Centre & student doctor